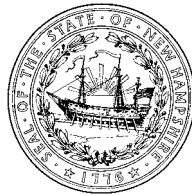

Improving the
**Public's Health in
New Hampshire**

A PERFORMANCE MANAGEMENT APPROACH 2005 REPORT

EXECUTIVE SUMMARY



New Hampshire Department of Health and Human Services
Division of Public Health Services

John H. Lynch, Governor
John A. Stephen, Commissioner
Mary Ann Cooney, Director

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To obtain a copy of the complete report, *Improving the Public's Health in New Hampshire: A Performance Management Approach*, contact

NH DHHS, Division of Public Health Services
Bureau of Policy and Performance Management
29 Hazen Drive, Concord, NH 03301-6504
(603) 271-4501 or 1-800-852-3345, ext. 4501
TDD Access: 1-800-735-2964
Website: <http://www.dhhs.nh.gov/DHHS/DPHS>
E-mail: jascheim@dhhs.state.nh.us

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EXECUTIVE SUMMARY

Purpose of the Report

This report highlights the commitment of the New Hampshire Department of Health and Human Services (DHHS), Division of Public Health Services (DPHS) to the provision of high quality public health services and its increasing efforts to continuously improve these services and, in turn, the health of the public. The purpose of the report is to showcase a sampling of this critically important work carried out by the public health system in New Hampshire and the emphasis placed on quality improvement.

During this time of tightening budgets, public health threats and emerging public health issues, being accountable for the provision of effective, efficient, science-based quality services is more important than ever before. DHHS realizes that protecting the public's health must be our Department's highest priority, and that we must do so in a manner that maximizes the value we present to the citizens and taxpayers of the state.



To measure and improve the quality of public health services, the DPHS adopted a performance management model articulated by the Turning Point Performance Management National Excellence Collaborative. This model, depicted in the graphic to the left, provides a common language and framework for the DPHS and its community partners.

Adapted from:

Public Health Foundation: From Silos to Systems: Using Performance Management to Improve the Public's Health, Seattle, WA: Turning Point National Program Office at the University of Washington, 2003.

Measuring Performance

Eleven performance measures were selected for the report to highlight progress in reaching the goals of some of the critical public health programs in DPHS. Selected using criteria set forth by participating members of the New Hampshire Performance Management Collaborative, the measures show performance trends over several years. Additionally, for each measure, the important work carried out by partners in the public health system to improve performance is highlighted, as are the health and economic consequences that would result if the health issue were not addressed.

The Performance Results

A summary of the performance on the selected measures is shown below.

There are a number of measures for which DPHS is doing well, improving, or for which we measure above national averages. Those measures are:

- Percent of women in the Breast and Cervical Cancer Program receiving a Pap test.
- Individuals with diabetes and who have had at least two Hemoglobin A1C tests within the last twelve months.
- Percent of STD clients with chlamydia who receive clinically recommended treatment.
- Rate of births to high-school youth.
- Percent of high school students smoking.
- Percent of WIC-enrolled infants breastfeeding at hospital discharge.

There are some measures for which DPHS is maintaining a level of performance but for which there is room for improvement in order to meet the related Healthy People 2010 objective. Those measures are:

- Percent of second and third graders in Oral Health Program-funded, school-based dental programs with sealants.
- Emergency department visits among youths from being an occupant in a motor vehicle crash.

Finally, there are some measures for which clear improvement is needed primarily for women enrolled in Medicaid. Those measures are:

- Percent of infants born to women beginning prenatal care in the first trimester.
- Percent of women smoking during pregnancy.

Making Things Better

This report examines what DPHS can change to improve the public health services it provides. For example, we need to evaluate and adjust how we assist pregnant woman, whose source of payment is Medicaid, to access prenatal care earlier and to quit smoking, so that these outcomes are closer to those of women who have private insurance. As we move forward in improving the health of New Hampshire's citizens, we remain committed to measuring our performance based on recognized public health standards; reporting on it publicly; and, adapting approaches to improve services as necessary.